

Instruction 2: Opening an Encrypted Email that was sent using Proofpoint Email Encryption

Step 1:

When a recipient opens an encrypted email that was sent from the State using Proofpoint encryption, the email will appear as shown in Figure 1 below. It will instruct the recipient to open the attachment called "SecureMessageAtt.html". The recipient should open this attachment.

Note: If the recipient has problems opening the attachment, they can call the number listed on the screen, (573) 751-2201, for assistance.



Figure 1: Encrypted Email Message – Email sent from the State to an Internet Address instructing the Recipient to Open the Attachment

Step 2: When the recipient opens the attachment, SecureMessageAtt.html, they are prompted to click the button that says "Click to read message", as shown in Figure 2 below. The recipient should click the button.



Figure 2: Recipient is prompted to click the button that says "Click to read message".

Instruction 2: Opening an Encrypted Email that was sent using Proofpoint Email Encryption (continued)

Step 3:

If this is the first time the recipient has opened an encrypted message that was sent from the State using the Proofpoint email encryption system, when the recipient clicks the button to read message, they will be prompted to register in the Proofpoint email encryption system as shown in Figure 3a below. This is a one-time registration process. The recipient is prompted to type in their first name, last name, create a password, confirm the password, and then select a password reset question and answer. The recipient must complete this information in order to view the encrypted message.

Note: The password below is a password the recipient will create themselves. The password entered must be 7 to 20 characters long, with one number required. The recipient should remember the password they enter on this screen because it will be needed for any subsequent encrypted messages they open.



The image shows a web-based registration form titled "Registration" with a blue header. Below the header is the Seal of the State of Florida. The form contains the following fields and labels:

- Create your account to read secure email.**
- Email Address:** emailtest7@embarqmail.com
- First Name:** Test
- Last Name:** User
- Password:** (masked with dots)
- Confirm Password:** (masked with dots)
- Password Reset** (section header)
- Question :** Your childhood best friend (dropdown menu)
- Answer:** Mary
- Continue** (button with a right arrow icon)

Figure 3a: Recipient is prompted to register in the Proofpoint encryption system by entering their first name, last name, password, confirmpassword, and password reset question/answer.

For any subsequent encrypted email messages the recipient receives after they have completed the one time enrollment in the Proofpoint encryption system, the recipient will only be prompted to enter their password, as show in Figure 3b below.

Instruction 2: Opening an Encrypted Email that was sent using Proofpoint Email Encryption (continued)

Note: If the recipient cannot remember their password or does not type in their password correctly, the recipient needs to press the “Forgot Password” button to be prompted to type in the answer to their password reset question. If the recipient is still unable to log in, they should contact 573-751-2201 or email itsdassist@oa.mo.gov to have their account reset.

The image shows a web-based login interface. At the top left, the word "Login" is displayed in a blue header. Below this, on the left side, is a graphic of a gold key with a blue oval tag. To the right of the key is the official seal of the Missouri Office of Administrative Services. Below the seal, the text "Log in to read your secure message." is centered. Underneath this text, there are two input fields: "Email Address:" followed by the text "emailtest7@embarqmail.com", and "Password:" followed by a field containing seven dots. At the bottom right of the login area, there are two buttons: "Forgot Password" with a key icon and "Continue" with a right-pointing arrow icon.

Figure 3b: Recipient is prompted to enter their password for any subsequent encrypted messages they receive after the initial registration.

Step 4:

After registering and/or entering their password, the recipient can view the encrypted message. If the recipient needs to reply to an encrypted message, the recipient should click the “Reply” button inside the encrypted message. (The “Reply” button is located under the State Seal.) This will ensure that the reply to the message is also encrypted.

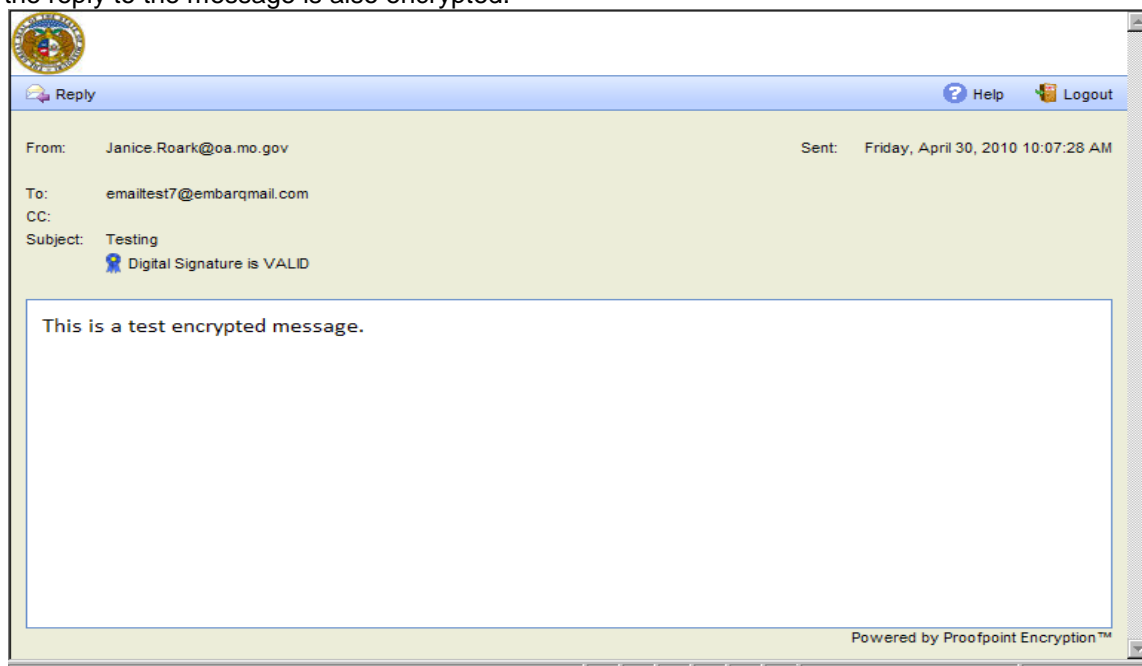
The image displays the content of an encrypted email message within a web browser window. At the top left of the message area is the Missouri Office of Administrative Services seal. Below the seal is a "Reply" button. In the top right corner of the message area, there are links for "Help" and "Logout". The email header information is as follows: "From: Janice.Roark@oa.mo.gov", "To: emailtest7@embarqmail.com", "CC:", and "Subject: Testing". Below the subject line, a status icon and the text "Digital Signature is VALID" are shown. The main body of the message is a large white rectangular box containing the text "This is a test encrypted message." At the bottom right of the message area, it says "Powered by Proofpoint Encryption™".

Figure 4: The contents of the encrypted message.

Instruction 2: Opening an Encrypted Email that was sent using Proofpoint Email Encryption (continued)

Step 5.

The recipient should click “Logout” found in the upper right hand corner of the message. When the user clicks “Logout”, a “Logged Out” message appears on the screen as shown in Figure 5 below.



Figure 5: Logged Out message